

# **[ METHOD AND APPARATUS FOR THE REMOTE RETRIEVAL AND VIEWING OF DIAGNOSTIC INFORMATION FROM A SET-TOP BOX ]**

## **Abstract of Disclosure**

The remote retrieval and viewing of information from a set-top box is described, wherein a network is used to facilitate the querying of the internal state of a set-top box. In response, the set-top box returns its internal state information across the network to the requesting user. In one embodiment, a GUI is used wherein a user inputs a unique identifier for the set-top box. The unique identifier is used to locate the set-top box on the network and to instruct it as to which internal state information is needed. In another embodiment, a web browser is used to implement the GUI as a web page. The GUI includes at least an area for the input of the set-top box's unique identifier.

## Figures